



2011 National Freeway Annual Report



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1 Preface

2011 National Freeway Annual Report

As the year 2011 marks the brilliant 100th anniversary of the republic, we deal with a new of challenges in this office.

As we review the year 2010, we are committed to:

- (1) Materializing the expectations of administration by following the ideal of innovative service.
- (2) Making full play of value of work by pursuing safety, handiness and comfort.
- (3) Creating self-accomplishment by adhering to the ethic of zeal of service.

Over the year, we did just that. First, we had the trauma created by the landslide on the freeway behind; later on, the issue of ETC popularity caught in an impasse was soled and later on, the expensive food court items in the highway rest areas that triggered major concerns by the public. Thanks to the continuous effort waged by the work force in this office, we had the stress converted into dynamic force and the force of resistance into force in favor, in the end, we did succeed:

1. Engineering Constructions

- (1) Main line widening works for National Freeway No. 2 (National Freeway No. 1 to Taoyuan International Airport section), the New Taipei City Special Highway 2 joining Tucheng Interchange Project, the Dahua System Interchange Project and the Minxiong Interchange among other major



works now open to traffic providing easy travel to the population.

- (2) The adding of the improvement works to the Touwu Interchange, Nantou Interchange, Liouying Interchange, Hsintai-Fifth-Road Interchange and Nangang Interchange under construction after successful contract awarding.
- (3) The National Freeway No. 3 Bridge Seismic Retrofitting Project (No. 1 priority sections), the adding of the Dawan Interchange, Nanyun Interchange and the Gukeng Interchange that have been duly planned. As of the overall traffic improvement for the Dingjin System Interchange, except for the road works of mid and long-term that are in planning, all short-term improvement works are now in service solving the traffic congestions we used to see.

2. Traffic Management

- (1) In 2011, the entire national freeway system saw 62 accidents that produced 72 fatalities, 47 injuries which, compared to the figures registered the year before (2010), suggest a reduction of 5 accidents (-7.5%), 2 deaths (-2.7%) and 28 injuries (-37.3%) setting a new low in the past 9 years both in accident number and fatality, and the injury number is the lowest every.
- (2) When it comes to traffic enlightening efforts in consecutive holidays in 2011, the effort was conducted for the holidays of Lunar Year, Peace Memorial Day, Tomb Sweeping Festival, Dragon Boat Festival, Mid-Autumn Festival and the National Holiday and did meet the expectations. For the sections vulnerable to congestion, we conducted repeated analyses and imposed corresponding measures that include opening road shoulders and adding auxiliary lanes at specific times to alleviate traffic load on the road.
- (3) The bus lanes on the National Freeway No. 5, as suggested in surveys, average travel time by bus may mean a 11~54-minute saving in time compared to riding small cars; besides, the practice does encourage the public to ride mass transport means. Further, the Closed-Circuit TV System Improvement Project, destined for the National Freeway No. 5, when completed, will be included in the system of the Pinglin Traffic Control Center for operation and duly integrated with the national road system



interface to further upgrade the intelligent traffic management system.

- (4) The 1968 Customer Service Hotline in this office is now ready for service effective January 1 2012. The 24/7 customer service center is open to take comments of travelers and answer questions while providing emergency consultations and take inquiries as well as rescue service to further improve service to travelers.

3. Management and Service

- (1) As of the diversified and handy ETC service and the full-scale installation of the eTag system, the ETC service rate is now seeing stable growth in popularity. The eTag trial tolling service in Keelung Area has successfully created a 80%-and-above satisfaction, assuring that the ETC will become a fair tolling system in 2013, when the tolling system in the national freeways march into a new era.
- (2) Launching popular dining at affordable prices and rest facilities in rest areas to drivers traveling on national freeways by cutting the price by 20% that result in the increase by 4% of satisfaction rate by the public; for instance, the Hsin Tung Yang Co., Ltd., an operator in the Xiluo Service Area is awarded the Public Construction Commission 9th Golden Thumb Award 2011.

Thanks to the efforts indicated above, this office took the first place and the Accident-preventing Awards in the Safety Merit Gold Awards hosted by MOTC in 2011. The MOTC awarded the first place Golden Way Award along with other awards for outstanding performance. The Ministry of the Interior awarded this office for as many as 4 outstanding service area facilities. The MOTC awarded this office the first place of document checking. Particularly, this office is also awarded as the affiliation with the best performance in 2011. All the above suggest that the effort made by the work force paid off and is worth celebrating and I like to extend my sincere gratitude.

In the future, systemized high-speed road map, smart traffic management, outstanding management service and systemized standardized operation remain our continuing goals. Doing The Right Thing Right is our motto. As we celebrate the beginning of 2012, we shall take the year as year 1 of the uninterrupted reconstruction of the national freeways. As the Tear of the



Dragon is a symbol for prosperity, I would like to encourage each and every member in the office to abide by the belief in Keeping on Improving Ourselves as Public Servant, Making the Life of the Public Easy as we wish the national freeways prosper on a continuing basis.

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Tseng, Dar-jen, Director General